

Customer Service Report for ALW



For the period: Sunday, October 01, 2006 12:00:00 AM to Tuesday, October 31, 2006 11:59:59 PM

Snapshot Date: 11/1/2006 6:02:06 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ALW	WEB	Other	DCS	ALW	Other	DCS	ALW	Other	To Close
Accounts											
Access/Login	0	0	0	2	0	0	0	0	0	2	0
Deactivate/Close	0	0	0	4	0	0	0	4	0	0	2
Edit Account	0	0	0	17	0	0	3	0	0	14	0
Password Reset	0	0	0	4	0	2	0	0	2	0	0
Connectivity											
Connect Direct	3	0	0	0	0	1	0	2	0	0	0
Hardware											
General Info	1	0	0	0	0	1	0	0	0	0	0
Helix Support											
Apps/Other	1	0	0	0	0	0	1	0	0	0	0
Unix Support											
Unix Support	1	0	0	0	0	0	0	0	1	0	0
Grand Total:	6	0	0	27	0	4	4	6	3	16	0

Total Tickets Closed: 25

Total Tickets Assigned/Pending/Checked Out: 8

Total Tickets Created: 33